

DEFINITIONS

The following words are terms that are commonly understood by librarians, but may require clarification among library users, government agencies and groups that benefit from or are responsible for library services to the community:

ADMINISTRATION

The individuals that are, by contract or appointment, primarily responsible for planning, managing, evaluating and promoting library services. In North Carolina, by General Statute 153A-267, the Director of a Public Library must hold a valid NC Public Librarian Certificate.

ADVOCACY

Efforts on the part of library administration, staff, boards, users and other community members to encourage ongoing and expanded use of library services and financial support for those services in the community as well as among local, state, and federal governing and funding agencies.

BENCHMARK

A point of reference to which activities and outcomes may be compared, evaluated or assessed.

COMMUNITY

Groups of people that share some common geographical space or relationship. Communities can be defined as a community of place, meaning people within a defined geographical area, or as a community of interest, meaning people that share a particular experience, interest, or characteristic. Examples include young people, faith groups, sports groups, people with a disability, civic groups, cultural groups, and linguistically diverse groups.

COMMUNITY ENGAGEMENT

The process of working collaboratively with groups of people affiliated by geographic proximity, special interest, or similar situations to inform planning and decision-making for the community served. It often involves partnerships that leverage resources, builds ongoing relationships among community groups, and serves as a catalyst for changing policies, programs, or services.

FACILITIES

The physical spaces required to provide library service including separate buildings, storefronts in commercial centers, rooms in other service centers or public buildings, and bookmobiles.

LIBRARY

The physical and virtual places called a library as well as the totality of human, material, building, service and policy elements required to provide library services to a community.

MANAGEMENT

The organization and coordination of activities and resources based on a set of specific policies to accomplish clearly defined goals and objectives.

PARTNERSHIPS

Collaborative relationships between the library and other government, school, civic, and social organizations to ensure effective services for the community.

PERSONNEL

The paid and volunteer staff of a library responsible for providing library services to the library's community. Volunteers are members of the community that work under the supervision of paid staff members without monetary compensation.

PUBLIC VALUE

All North Carolina public libraries are primarily funded by tax-payer dollars from local, state and federal sources. Every dollar spent must provide a relevant service with meaningful and measurable community impact.

RESOURCES

The physical and virtual items used to provide library service. These include but are not limited to printed books, magazines, newspapers and other paper-based documents; microfilm; DVD's; CD's; videotapes; and paintings. Also included are online databases; downloadable e-books, magazines, and newspapers; and virtual or actual access to distant educational, cultural and historic sites through telecommunication technologies and collaborative relationships. Resources owned by or under the control of the library are usually referred to as collections and are selected by library staff based on specific policies related to community need and qualities of the individual items.

SERVICES

The efforts of the library staff to meet the informational, educational, recreational, and cultural needs of a community. These may include direct face-to-face encounters; unassisted access to in-house technology and resources; web-based access to resources; 24-hour virtual information service via the internet or telephone; or program delivery to individuals and groups.

SOCIAL CAPITAL

Social capital refers to the value of social relations and the role of cooperation to achieve collective or economic results. It is the collective value of all 'social networks' and the inclinations that arise from these networks to do things for each other.

TECHNOLOGY

The hardware (i.e., computers, scanners, telephones, copiers, projectors, LCD panels, video consoles, and cameras) and software (e.g., Microsoft Office, web browsers, games, and other applications) that are required to provide the community with opportunities to learn, create, explore, and communicate. This includes internal access to databases, games, movies, and e-books as well as external collections such as NC LIVE, downloadable e-books and subscriptions to commercial databases.

